

**Pirate Counseling, PLLC**  
**930 West 15<sup>th</sup> Street**  
**Washington, NC 27889**

**Policies and Procedures and Notice of Privacy Practices**

Mission Statement: Pirate Counseling, PLLC is a group private practice providing counseling, psychotherapy, and specialized clinical services to individuals, couples, families, and groups. Pirate Counseling, PLLC is a Professional Limited Liability Company. All services are provided by licensed clinicians with Master's degrees and extensive post-graduate experience in their field. Clinicians providing services are as follows:

Lisa Gibbs-Lee, Licensed Clinical Social Worker (LCSW)  
Amanda Somers, Licensed Clinical Social Worker /Addiction Specialist (LCSW/LCAS)  
Mackenzie North, Licensed Clinical Social Worker Associate (LCSW-A)  
Jewel Brown-Thomas, Licensed Clinical Social Worker Associate (LCSW-A)

Pirate Counseling, PLLC provides holistic, person-centered treatment to all individuals adhering to the National Association of Social Workers ethical principle of *dignity and worth of the person*-“Social workers respect the inherent dignity and worth of the person. Social workers treat each person in a caring and respectful fashion, mindful of individual differences and cultural and ethnic diversity. Social workers promote clients’ socially responsible self-determination. Social workers seek to enhance clients’ capacity and opportunity to change and to address their own needs. Social workers are cognizant of their dual responsibility to clients’ interests and the broader society’s interests in a socially responsible manner consistent with the values, ethical principles, and ethical standards of the profession.”

Client Rights: Every individual has the right to dignity, privacy, humane care, and freedom from abuse, neglect, and exploitation. Individuals receiving services at Pirate Counseling, PLLC have the right to treatment regardless of age or diagnosis of mental illness, developmental, or substance abuse. Services are individualized to meet the unique needs of each individual. You have the right to contact the Governor’s Advocacy Council for Persons with Disabilities (GACPD), the statewide agency designated to protect and advocate the rights of persons with disabilities.

Information that you provide to Pirate Counseling, PLLC will not be released without your prior knowledge and written consent (in compliance with HIPAA) except under the following circumstances: a threat to harm to yourself or others, suspicion of child/elder abuse, neglect, or exploitation, expression of intent to commit a crime and/or as otherwise required by law. Furthermore, your therapist may share non-identifying information with other therapist at Pirate Counseling, PLLC for the purpose of consultation or supervision as required by the NASW Code of Ethics. If you have concerns about your information being shared, please speak with your therapist.

Upon request, you are entitled to information about the methods of counseling, the techniques used, the duration of counseling, information regarding educational degrees, clinical training and experience, licenses and credentials of your therapist. When requested in writing, you can gain access to your treatment plan, or a treatment summary can be provided at your expense. If release of this information is deemed to cause potential harm to you, it will be released to another medical provider of your choosing. You may terminate therapy at any time.

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Complaints: If you are dissatisfied with the care you have received, please contact Amanda Bright-Somers or Lisa Gibbs-Lee directly. If you are not satisfied with the resolution of your matter, you have the right to make a formal complaint or grievance. You may do so by contacting the following:

NC Social Work Board  
PO Box 1043  
Asheboro, NC 27204  
(336)625-1679

NC Dept. of Health and Human Services  
Complaint Intake Unit  
2711 Mail Service Center  
Raleigh, NC 27699-2711  
1-800-624-3004

Disability Rights NC  
3724 National Dr. Suite 100  
Raleigh, NC 27612  
877-235-4210

Appointments: All services provided at Pirate Counseling, PLLC are by appointment only. Appointments should be confirmed. Appointments can only be changed by contacting your assigned therapist. Please make every effort to be on time for appointments. If you are more than 15 minutes late, your therapist may ask you to reschedule your appointment.

Cancellation of Appointments: Please call as early as possible (within 24 hrs.) to cancel an appointment. Clinicians may have a wait list of individuals waiting for appointments, therefore cancelling your appointment in a timely manner will allow your clinician to fill your cancelled appointment.

No-show for Appointments: If you “no show/no call” your scheduled appointments, Pirate Counseling, PLLC reserves the right to charge a \$35.00 fee which is not billable to insurance companies or EAP providers. Clinicians may require this fee to be paid before rescheduling your appointment. Individuals who repeatedly no-show for appointments may, at the therapist’s discretion, be referred out to another agency or discharged from services.

Contacting your Therapist: Please contact your assigned clinician by telephone, text, portal message, or email. Be mindful that all electronic communication poses some risk of breach, therefore individuals are encouraged to only use these forms of communication to schedule/cancel appointment. Individuals should not expect crisis support via text/email.

Emergency/Crisis: Emergency contact numbers are provided on your appointment cards at each session. This number is to be used in case of any behavioral health emergency. An emergency is considered to be a matter of life and death. Being a grave danger to one’s self or another constitutes

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a crisis which may require the intervention of others and possible hospitalization to assure the safety of the client and others. If you are in crisis and unable to reach your therapist, please call Mobile Crisis at 866-437-1821, dial 911, or go to your local emergency room. It is the policy of Pirate Counseling, PLLC to provide crisis support within 48 hours.

Children Accompanying Parents: Topics discussed in therapy may not be appropriate for children. We do have a children's lobby however children under the age of 12 should not be left alone in the lobby without appropriate supervision. Due to our proximity to 15<sup>th</sup> street, children should also not be left in our parking lot unaccompanied. If you need to bring your child and they are unable to be supervised by an appropriate sibling/family member, speak with your therapist about alternatives (telehealth, appropriateness of session context, etc).

Children as Clients: When children are receiving services at Pirate Counseling, PLLC, a parent, guardian, or accompanying adult should wait with the child until the child is called for by the therapist. The parent is then free to leave for the duration of the appointment unless otherwise directed by the therapist. All minors must be accompanied by a biological parent or court appointed guardian for their initial intake session. All intake paperwork/consents must be completed by a biological parent or court appointed guardian. Therapists reserve the right to speak with both parents of a child in order to provide the most appropriate services. Guardianship or custodial paperwork may be requested by your child's therapist (if applicable). **Not all clinicians provide custody recommendations.** This service is considered "specialized clinical services" and may incur costs outside of what is billable to insurance. If this service is desired, please consult with your therapist at your initial appointment.

Fees and Insurance: Insurance is billed as a courtesy. In order to bill insurance, we must have a copy of your insurance card. If you participate in a managed care program, you will typically need to request pre-authorization from your insurance company prior to your first visit. You are responsible to contact your insurance company as soon as services are initiated to be sure that you are fully aware of the benefits, co-payments, and deductibles that apply to your utilization of services at Pirate Counseling, PLLC. Fees are as follows:

Comprehensive Clinical Assessment: \$200.00  
Individual Therapy: \$150.00  
Extended/Crisis appointments (53+ minutes): \$200.00  
Couples/Family Therapy: \$150.00  
Group therapy: \$75.00  
Specialized Clinical Services (not billable to insurance): \$100-\$1000 (per hour)  
No-show/Late Cancellation Fees: \$35 per incident \*Not billable to insurance\*

Delinquent Bills: The services of a collection agency are utilized for delinquent bills. You will always be given adequate notice that your outstanding bill is being transferred to collections. If your bill is delinquent, please speak with your therapist about a payment plan.

*Thank you for choosing Pirate Counseling, PLLC as your therapeutic service provider.*